

2013 FEDERAL EMPLOYEE OF THE YEAR WINNER

Category 1 - Outstanding Professional Employee

Daniel Hogan

Social Security Administration

FACTOR I - JOB COMPETENCE

The Social Security Administration (SSA) has given the Office of Quality Performance (OQP) the mission to direct the development of innovative changes to the current agency quality management program. It does this by conducting quality reviews, studies, and statistical analyses of SSA programs, business processes, and service delivery.

Not only is Mr. Hogan consistently at the top of the office in all areas of his work from production to quality, he routinely volunteers to help with training activities and works as an official resource for the office. He always makes himself available to help others. He understands the necessity of efficiency during times of a hiring freeze and works independently to achieve maximum results with limited resources.

He is a resource for policy, medical, technical, and computer questions. He maintains excellent quality with his work rarely needing correction. Regularly he will ask for additional work to help the agency work down the staged cases. Despite the interruptions and the extra work, his production numbers are always at the top of the office.

FACTOR II - IMPACT

The impact of the extra work Mr. Hogan completes in the office reduces the time the public waits for their disability decision while ensuring the right person receives the right check at the right time.

The impact of his annotations training was a significant increase the accuracy of the notices mailed from our office to the public. His electronic Case Analysis Tool (eCAT) training assisted disability examiners in becoming more proficient with the eCAT computer program. The Specialized Notice Option (SNO) and Re-opening mentoring involved specific policy applications in rare claims.

The impact of his mentoring co-workers is that he explains policy and provides guidance which assists his co-workers in becoming more independent. This also helps reduce the burden on our reduced management staff by encouraging the disability examiners to utilize each other as a training resource.

Mr. Hogan has a passion for helping others. Previously he worked as an Adult Intensive Case Manager for ACT Corporation, a not for profit disability agency. From there he worked on adjudicating Social Security disability claims at the Disability Determination Services, then came to the Chicago OQP DQB to perform quality analysis of disability determinations

In addition to professional work, Mr. Hogan has volunteered as a youth football, basketball, and track coach. He has also helped counsel at risk males in an alternative education school.

FACTOR III - SPECIAL EFFORTS

Mr. Hogan will often take it upon himself to identify areas for improvement for the sake of efficiency. He is not the type that just mentions the idea in passing with no solution. He brings the idea forward with a proposed solution and the process he envisions for its implementation. He is very open to feedback and changes. All his efforts show he focuses on doing the best he can for the agency to meet its mission.